

## **Director 2 Office for Learning and Professional Development (Family Assistance & Child Support Training Unit)**

The OLPD Director 2, reports to the Director 4, DHS *Office for Learning & Professional Development*. This individual is responsible for leadership and management of the Family Assistance (FA) and Child Support (CS) training programs throughout the state of Tennessee. The Director 2 will ensure that the FA/CS training program goals and outcomes align with the DHS mission, vision and core values. This position leads a team of 16 FA and 5 CS training staff.

The FA/CS Training Unit collaborates with internal customers to develop, design, and delivers program policy, procedure, systems, and soft skills training for the Family Assistance and Child Support divisions, programs, and staff. Training delivery includes blended learning, classroom, online, and webinar training for new employee training, refresher training, and professional development learning activities.

### **Essential Responsibilities**

- Engages in the Performance Management process Collaborate with the OLPD Leadership Team to create a vision for the Family Assistance/Child Support Unit
- Leads and/or participates in all Human Resource actions such as employment, promotions, demotions, transfer, retention, termination, and salary adjustments to maintain an overall high level of performance.
- Consistently maintains an expertise in Federal and State policies to ensure that training development and communication is accurate.
- Consult with key stakeholders in the FA/CS programs at the Department to identify critical learning and development needs
- Develop and maintain strong customer relationships
- Employ a blended learning and multi-media approach (i.e. a combination of digital, virtual, and face-to-face delivery methods) to create unique learning experiences
- Oversee the development of curriculum content, learner guides, facilitator guides, demonstration models, program/content specific learning activities, multimedia visual aids and reference documents for the FA/CS programs
- Interprets and reviews the written and oral delivery of program policies and procedures to ensure accuracy and clear, concise communication to new employees and current staff.
- Provide coaching, facilitation, team/staff development, systems analysis, process reengineering and organizational development to implement organizational improvement initiatives and assure alignment with the DHS mission, vision core values and strategic plan.
- Collaboratively establishes standards and metrics to track training effectiveness and satisfaction
- Requires statewide travel

### **Knowledge, Skills and Abilities**

- Senior level expertise of learning theories and practices, including instructional design methods, training techniques, adult learning, and blended learning strategies.

- Strong interpersonal/customer service skills with the ability to develop and maintain effective working relationships across all levels of the organization
- Excellent communication skills; verbal and written
- Ability to mentor direct/indirect reports on how to design effective learning solutions that maximize employee development
- Exceptional organizational skills and the ability to manage multiple training development and delivery projects through timely completion in a fast-paced and challenging environment
- Strong analytical and assessment skills
- Ability to analyze cost/benefit of various learning approaches to determine the best solution to close the performance gap while managing timelines, budget and resources

### **Qualifications and Experience**

Minimum Bachelor's Degree in Education, Learning and Development, Instructional Design, or another related discipline

- Minimum 5 years of experience in teaching or training
- Minimum 2 years of proven supervisory experience
- Preferred experience in the administration of the Child Support and Family Assistance Programs
- Experience leveraging various learning tools and media to provide optimal adult learning

**Information regarding state of Tennessee benefits:** <https://www.tn.gov/hr/topic/benefits>

**Target Salary: \$60,000**

### **How to Apply:**

Resumes' should be submitted by email to Nora L. Cherry at [Nora.Cherry@tn.gov](mailto:Nora.Cherry@tn.gov) by 5:00 PM CST on Friday, June 2, 2017.

*Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.*